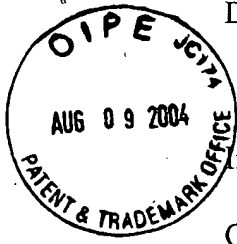


S/N 09/559,065

Docket: YOR919990479US1

2154
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Goldszmidt, et al.

Serial No.: 09/559,065

Group Art Unit: 2154

Filed: April 28, 2000

Examiner: Lin, Wen Tai

For: METHOD AND APPARATUS FOR DYNAMICALLY ADJUSTING
RESOURCES ASSIGNED TO PLURALITY OF CUSTOMERS, FOR
MEETING SERVICE LEVEL AGREEMENTS (SLAs) WITH MINIMAL
RESOURCES, AND ALLOWING COMMON POOLS OF RESOURCES TO
BE USED ACROSS PLURAL CUSTOMERS ON A DEMAND BASIS

Commissioner for Patents
Alexandria, Virginia 22313-1450

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Technology Center 2100

AMENDMENT UNDER 37 C.F.R. §1.111

Sir:

In response to the Office Action dated May 7, 2004, please amend the above-identified application as follows: